



Clarify the Problem

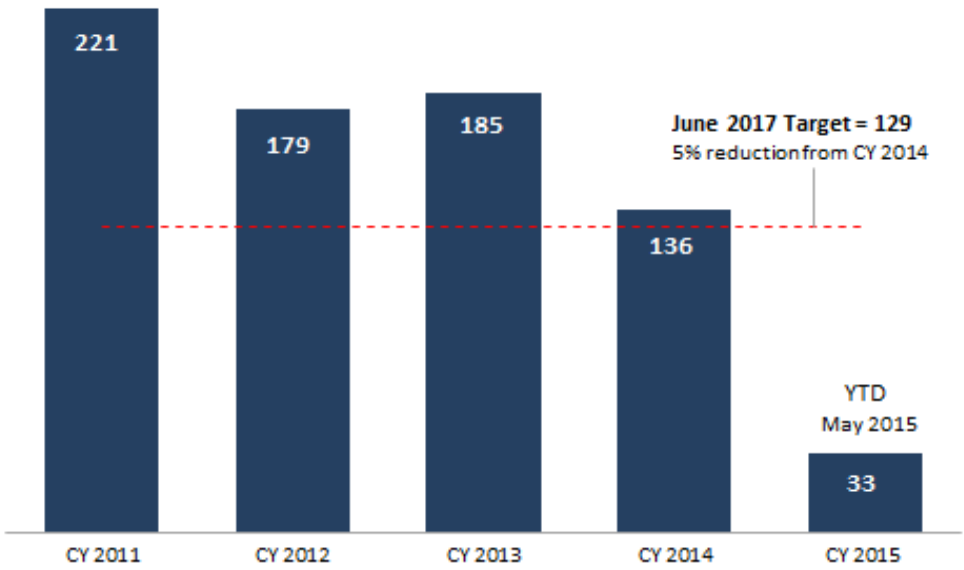
Clients receiving Residential Habilitation Center (RHC) Short Term Stay (STS) services stay an average of 92 days per stay while receiving Emergent services, and 26 days per stay while receiving Respite Services. To be compliant with DDA Policy 4.01 Emergent STS should be 30 days or less.

Breakdown the Problem

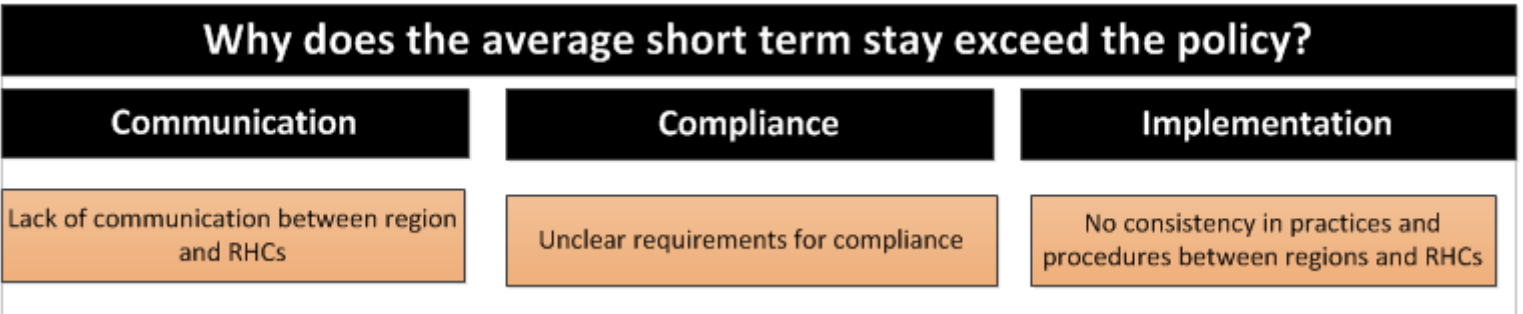
- Emergent STS are taxing on RHC resources including staffing, funding, & bed space
- There is a lack of consistency in practices and procedures and communication between regional offices and RHCs

Target Setting

Success Measure: Reduce average emergent short-term stay duration by 5 percent for individuals with medical evaluation and treatment or behavioral challenges or family emergencies from 136 average length of stay days in 2015 to 129 average days by July, 2017.



Identify Root Cause



Proposed Countermeasures

ID#	Root Cause	Proposed Countermeasures	Difficulty	Impact
1	Lack of communication	Determine information needed to make an initial request	High	High
		Determine information needed to apply for admission	Low	High
		Utilize CARE in the RHCs	Med	High
2	Unclear requirements for compliance	Review RHC, STS and SOP roles and responsibilities	High	High
3	No consistency in practices and procedures	Enhance Short Term Stay report	High	High

Proposed Action

ID#	Strategy/ Approach	Task(s) to support strategy	Lead	Due	Expected Outcome
1	Determine information needed to make an initial request	Create a new intake form	Michelle Sturdevant	2/1/15 Completed	Improved communication and consistency.
	Determine information needed complete an admission	Create admission check list	Dolores White	2/1/15 Completed	Improved communication and consistency.
	Utilize CARE in the RHCs	Research use of CARE	Leina Barnes	Completed	Not feasible
2	Review RHC, STS and SOP roles and responsibilities	Define the roles to create a flow chart	TBD	12/30/15	Improved communication and understanding of roles and responsibilities
3	Enhance Short Term Stay report	Create a data plan	Leina Barnes	3/1/15 Completed	Improved communication

Evaluate Results, Standardize, then Repeat



Background

Group Topic / Strategic Plan Goal / Main idea: Facility-based - Provide facility-based residential services for individuals.
Sub Topic / Strategic Objective: Reduce the impact on resources of emergent short term stay admissions in the Residential Habilitation Centers (RHCs) to focus on individuals with high needs.
Measure # / Strategic Objective # : 4.3
Measure / Strategic Objective Title : **Success Measure:** Reduce average emergent short-term stay duration by 5 percent for individuals with medical evaluation and treatment or behavioral challenges or family emergencies from 136 average length of stay days in 2015 to 129 average days by July, 2017.

Type of Status Report

Strategic Plan

Proposed Action

ID#	Problem to be solved	Strategy/Approach	Task(s) to support strategy	Lead	Status	Due	Expected Outcome	Partners
1	Lack of communication	Determine information needed to make an initial request	Create a new intake form	Michelle Sturdevant	Completed	2/1/15	Improved communication and consistency.	RHC staff
		Determine information needed complete an admission	Create admission check list	Dolores White	Completed	2/1/15	Improved communication and consistency.	RHC staff
		Utilize CARE in the RHCs	Research use of CARE	Leina Barnes	Not feasible	Completed	Improved communication and consistency.	RHC staff
2	Unclear requirements for compliance	Review RHC, STS and SOP roles and responsibilities	Define the roles to create a flow chart	TBD		TBD		
3	No consistency in practices and procedures	Enhance Short Term Stay report	Create a data plan	Leina Barnes	Completed	3/1/15	Improved communication	RHC staff



1st Quarter

January 2016

Donald Clintsman
Deputy Assistant Secretary
Developmental Disabilities Administration

Background

Group Topic / Strategic Plan Goal / Main idea: Facility-based - Provide facility-based residential services for individuals.

Sub Topic / Strategic Objective: Reduce the impact on resources of emergent short term stay admissions in the Residential Habilitation Centers (RHCs) to focus on individuals with high needs.

Measure # / Strategic Objective # : 4.2

Measure / Strategic Objective Title : Reduce average emergent short-term stay duration by 5 percent for individuals with medical evaluation and treatment or behavioral challenges or family emergencies from 136 average length of stay days in 2015 to 129 average days by July, 2017.

Type of Status Report

Quarterly Status Report

Last modified 2/26/2016

Proposed Action

ID#	Problem to be solved	Strategy/Approach	Task(s) to support strategy	Intention for strategy	Lead	Status	Due	Expected Outcome	Partners
1	Lack of communication	Determine information needed to make an initial request	Create a new intake form		Michelle Sturdevant	Completed	2/1/15	Improved communication and consistency.	RHC staff
		Determine information needed complete an admission	Create admission check list		Dolores White	Completed	2/1/15	Improved communication and consistency.	RHC staff
		Utilize CARE in the RHCs	Research use of CARE		Leina Barnes	Not feasible	Completed	Improved communication and consistency.	RHC staff
2	Unclear requirements for compliance	A. Review RHC, STS and SOP roles and responsibilities	Define the roles to create a flow chart		TBD		TBD		
		B. Develop Statewide Respite Service Committee	Review all requests for out-of-home respite services		Monica Reeves	In progress	3/31/2016	Consistent Communications, practices and procedures	RHC Staff and RAs
3	No consistency in practices and procedures	Enhance Short Term Stay report	Create a data plan		Leina Barnes	Completed	3/1/15	Improved communication	RHC staff
4	Compliance	QMT develop QA process to insure compliance	Create monitoring tool		Larita Paulsen	Planning	3/31/2016	Awaiting DDA Policy approval. Target of 3 rd Qtr	Quality Management Team (QMT)

[illegible]